REALEYES

SERIES 10 USER MANUAL

Contents

Chapter 1 Getting Started.....6
- 1.1 Console Overview.....6
- 1.2 Logging In.....7
- 1.3 Entering/Exiting Fullscreen Mode.....8
- 1.4 Changing Views.....8
- 1.5 Audio.....9
- 1.6 Recording.....9
  - 1.6.1 Recording Capacity.....9
  - 1.6.2 Turning Recording On/Off.....9

Chapter 2 User Accounts.....10
- 2.1 User Account Overview.....10
- 2.2 Creating/Modifying Accounts.....10
- 2.3 Configuring Privileges.....11

Chapter 3 Playback.....13
- 3.1 Playback Overview.....13
- 3.2 Entering Playback Mode.....15
- 3.3 Viewing Modes.....15
  - 3.3.1 Single View.....15
    - 3.3.1.1 Standard.....15
    - 3.3.1.2 Thumbnails.....15
    - 3.3.1.3 Megapixel PIP.....15
    - 3.3.1.4 Megapixel PAP.....15
  - 3.3.2 Panorama View.....15
  - 3.3.3 Quad View.....16
  - 3.3.4 Multi View.....16

3.4 Searching Video……16
3.4.1 Default Search……16
3.4.2 Basic Search……16
3.4.3 Advanced Search……16
3.4.4 Timeline Search……16
3.5 Tools/Options……17
3.5.1 Object Search……17
3.5.1.1 Alarm……17
3.5.1.2 Counter……18
3.5.1.3 Unattended Object……18
3.5.1.4 Missing Object……18
3.5.2 Remote Viewlog……19
3.5.3 Video Effects……19
3.6 Settings……20

Chapter 4 Video Backup/Export……21
4.1 Capture a Still Image……21
4.2 Save as AVI……21
4.3 Backup to CD/DVD……23

Chapter 5 Remote Viewing……24
5.1 Viewing With A Web Browser……24
5.2 Viewing With Software……25
5.2.1 Logging In……26
5.2.2 Connecting to Multiple Systems/Hosts……26
5.2.2.1 Single Host……27
5.2.2.2 Multi Host……28
5.3 Remote Playback……29

Chapter 6 **Dashboard**.....30
6.1 Home Page.....30
6.2 Manual.....30
6.3 Speed Test.....30
6.4 IP Address.....30
6.5 Webcam.....30
6.6 Tech Tools.....31
6.7 Network Settings.....31
6.8 Diagnostics.....31
6.9 Cameras.....31
Chapter 7 **Troubleshooting FAQ**.....32

Important Information

System Maintenance

To ensure your RealEyes CCTV system continues to operate smoothly you should maintain a MINIMUM of 3” clearance on all sides to allow for proper air flow. The system should be blown out with canned air regularly to prevent dust buildup, particularly around the fans. Dust buildup reduces airflow and traps heat in the system. Operating at high temperatures over time will degrade the performance, reduce the lifespan, and potentially cause the system to fail.

It is highly recommended that you place your RealEyes system on a battery backup or UPS system. This will prevent many problems that can be caused by sudden power outages, particularly hard drive failures.

As preventative maintenance, the system is designed to reset itself once every night in order to return the system to its default state.

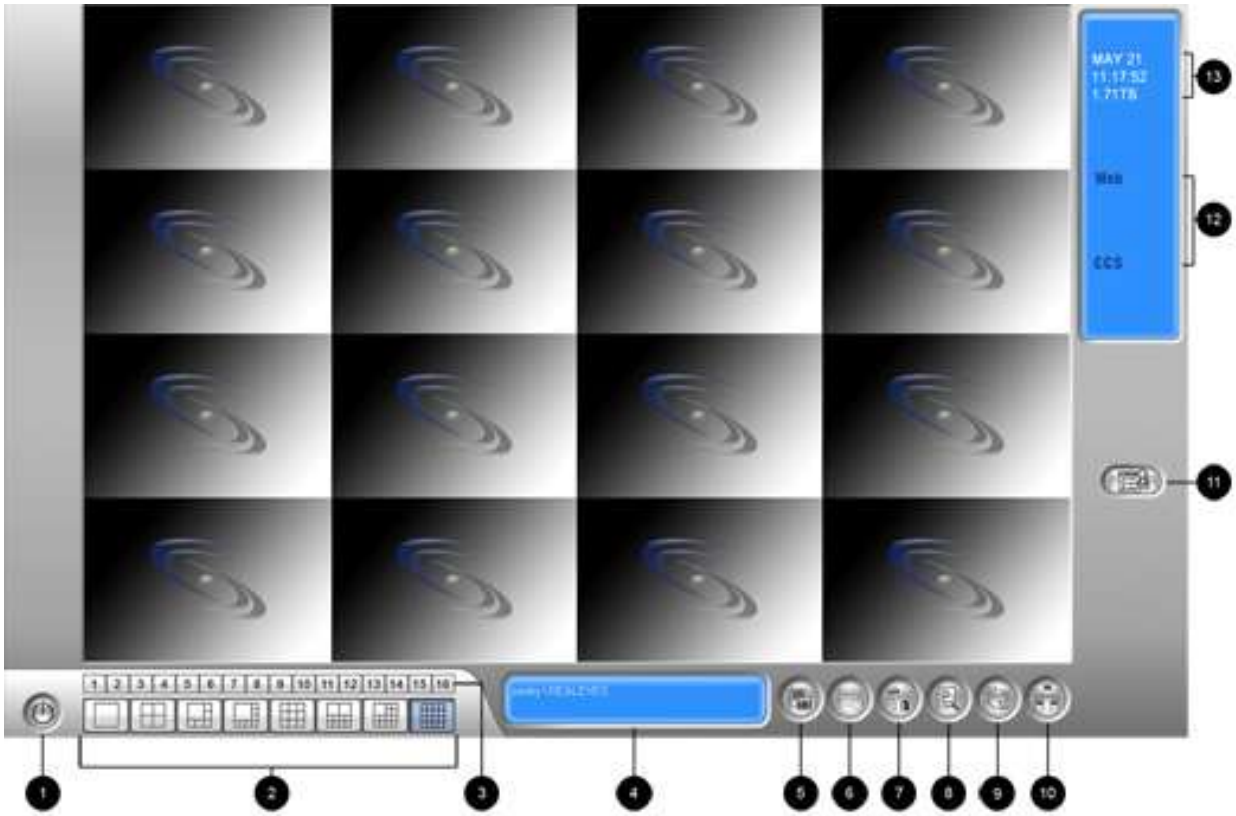
Tech support can be reached at 1-800-228-8909.

Configuration Info

User Name	
Password	
Local IP	
Public IP	
Web Address	
Web Port	
Command Port	
Data Port	
Forwarded Ports	

Chapter 1 Getting Started

1.1 Console Overview



Number	Name	Purpose
1	Exit Button	Minimize or shutdown camera software
2	Layout/Channel Selectors	Select how many cameras to display
3	Camera Selector	Select an individual camera by number
4	Username/System Name	Displays the current user and system name
5	Monitor	Start/Stop recording
6	Schedule	Start/Stop recording and services by schedule
7	Configure	Software/Camera settings and configuration
8	View Log	Access to recorded video and system logs
9	Camera Scan	Cycle through cameras at a set interval
10	Network	Start/Stop various network services (i.e. Webcam)
11	Dashboard	Access the manual, support, diagnostic tools, and system configuration options.
12	Running Services	Displays services that are currently running
13	Time/Date/Storage	Displays current time/date and free disk space

1.2 Logging In

The first step to performing any task is to login to the system. You can get to the login prompt by right-clicking on any of the camera images and selecting “Login/Change User” from the menu that pops up, or by pressing the letter “L” on the keyboard. Enter your User ID and Password into their respective boxes and click the OK button. The user ID is not case sensitive but the password is. If you are having trouble logging in make sure Caps Lock is off.

NOTE: If this is your first time logging into the system after it has been installed you must setup a new password before you can login to the system. At the login prompt click the Change Password button. Enter “manager” as your User ID and “changeme” as the Password. Check the New Password checkbox and enter your new password in the New Password and Confirmation boxes. Entering a Hint is optional, but be aware that this will be visible to anyone who clicks the Forgot Password button and should not give away the password. Once you click OK you may login with your new User ID and Password.

TIP: Click the Keyboard icon to display an on-screen keyboard you can manipulate with the mouse.

1.3 Entering/Exiting Fullscreen Mode

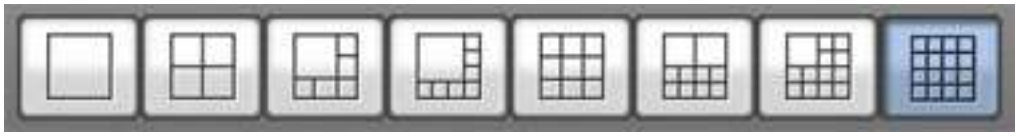
By default the system starts in fullscreen mode. This provides not only a better viewing experience but also serves as an additional layer of security since you must first login to exit fullscreen mode and gain access to the controls. Once you are logged in you may right-click on the screen and select Toggle Fullscreen from the popup menu (or alternately press the letter “F” on the keyboard) to exit fullscreen mode.

You may disable the login requirement of this feature by editing the “local” user account and checking the Fullscreen Exit option on the Multicam tab (See Chapter 2 for instructions on editing user accounts).

TIP: Keys appearing in parentheses next to a popup menu item are keyboard shortcuts and provide quick access to key features. A complete list of shortcut keys and their functions can be displayed at any time by pressing CTRL + K on the keyboard.

1.4 Changing Views

You may change layout and number of cameras displayed by selecting one of the screen division buttons located at the bottom of the screen.



You may also select a single camera by clicking on the camera picture (click it again to return to the previous view) or by selecting the appropriate camera number from the number bar at the bottom of the screen.

1.5 Audio

Audio is an optional per camera upgrade and may not be present on all systems or on all cameras. To listen to audio while in live mode go to **Configure→A/V Setting→Wave Out** and select the Audio # that corresponds to the camera you want to listen to. Selecting the Audio Indicator option on this menu will place an audio indicator bar on each camera.

1.6 Recording

RealEyes systems record digital video in a loop, newest video over oldest, so there is never a need to delete anything to free up space. In order to maximize the storage capacity, video is only recorded when motion is detected.

1.6.1 Recording Capacity

The number of days the system can store is determined by several factors including the frequency of motion, number of cameras, and recording settings such as frame rate and resolution. Because the frequency of motion greatly affects the overall recording capacity, the system should be checked periodically during the first month of service to determine the approximate days of storage it can hold and any adjustments that should be made. Cutting down unnecessary or false motion can significantly increase the capacity.

To determine the approximate recording capacity, compare the oldest recorded date against the installation date. Once the installation date has been recorded over count the dates available. Provided there are no major changes, the capacity generally stays within a couple of days of this number.

1.6.2 Turning Recording On/Off

To start or stop recording click **Monitor→Start/Stop All Monitoring** or **Monitor→Camera #.** Checked cameras are recording.

Chapter 2 User Accounts

2.1 User Account Overview

There are 2 default user accounts, local and manager. The local account is used to "lock" the system and prevents the user from performing most actions (such as stopping recording). The manager account is the master account and is used to perform actions on the system and to create and manage new accounts. If you are logged in as anything other than local the system will automatically log you out and log back in as local after 5 minutes of inactivity.

2.2 Creating/Modifying Accounts

Up to 100 user accounts can be created. To manage these accounts go to **Configure→General Setting→Password Setup**. Click "New" to create a new account. You will be prompted to enter new account information. The User ID may be any length and is not case sensitive. The password is case sensitive and may also be any length, however we strongly recommend a minimum of 6 characters using numbers and letters (A strong password would be at least 8 characters with numbers and both upper and lowercase letters). You will need to enter the password in both the password and password confirmation box to ensure it has not been mistyped. Providing a Hint is optional, but keep in mind that it will be visible to anyone who clicks the Forgot Password button at the login prompt. Lastly you will select a Privilege Level; User, PowerUser, or Supervisor.

Supervisor accounts have full access, cannot be restricted (except for which cameras are visible), and cannot be removed or disabled without knowing its password. For this reason it is recommended that these accounts be restricted to permanent personnel (i.e. owners). PowerUser and User accounts are both fully configurable and may be removed or locked out at anytime by a Supervisor account. The primary difference between these two is that a PowerUser is granted slightly more privileges by default.

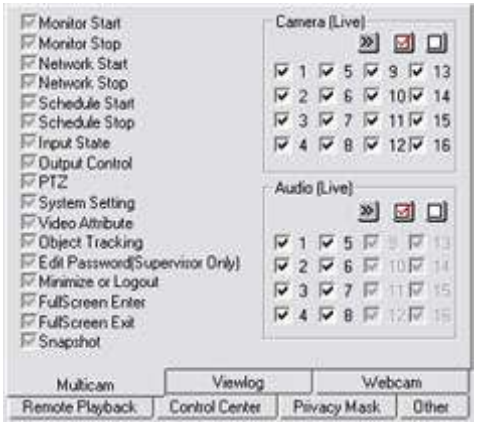
To edit an existing user select it from the account list on the left (you may have to click the + symbol next to a group to expand the list). Make changes to privileges and account restrictions in the panels to the right.

2.3 Configuring Privileges

Privileges are grouped by tabs according to the areas of the software they affect. In most cases only the first three tabs apply, Multicam, Viewlog, and Webcam. Multicam governs physical access to the recorder while in live view, Viewlog governs both physical and remote access to recorded video, and Webcam governs remote access to live video.

Multicam

Monitor Start/Stop	Allows user to start or stop recording.
Network Start/Stop	Allows user to enable or disable remote viewing.
Schedule Start/Stop	Allows user to start or stop recording based on a set schedule.
Input State/Output Control	Governs access to peripherals (generally not applicable).
PTZ	Allows user to control movement of PTZ cameras (if applicable).
System Setting	Allows user to configure system settings.
Video Attribute	Allows user to configure video settings such as recording resolution.
Object Tracking	Allows access to object tracking feature (only applies to PTZ cameras).
Edit Password	Allows user to change other account passwords (supervisor only).
Fullscreen Enter/Exit	Allows user to enter or exit fullscreen mode.
Snapshot	Allows user to capture still images
Camera/Audio Checkboxes	Enable/Disable access to individual cameras and microphones

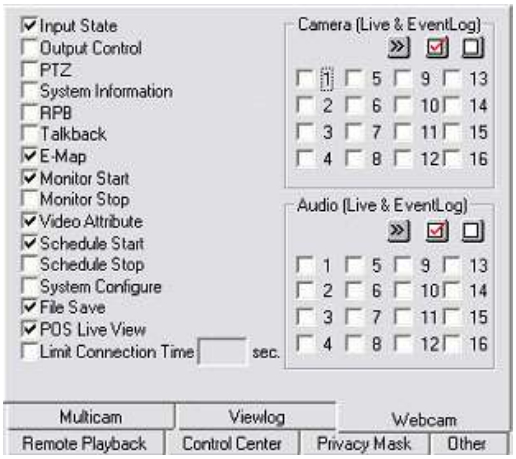


Viewlog

Execute EventLog	Allows user to access playback mode.
Export AVI	Allows user to save video to another device or location.
Delete EventLog	Allows user to delete video.
Browse System Log	Allows user to view the system logs.
Mark/UnMark Never Recycle	Allows user to lock/unlock video. Locked video will not be recorded over.
Backup EventLog	Allows user to backup video to a CD/DVD or USB drive (with player).
Camera/Audio Checkboxes	Enable/Disable access to individual cameras and microphones during playback.

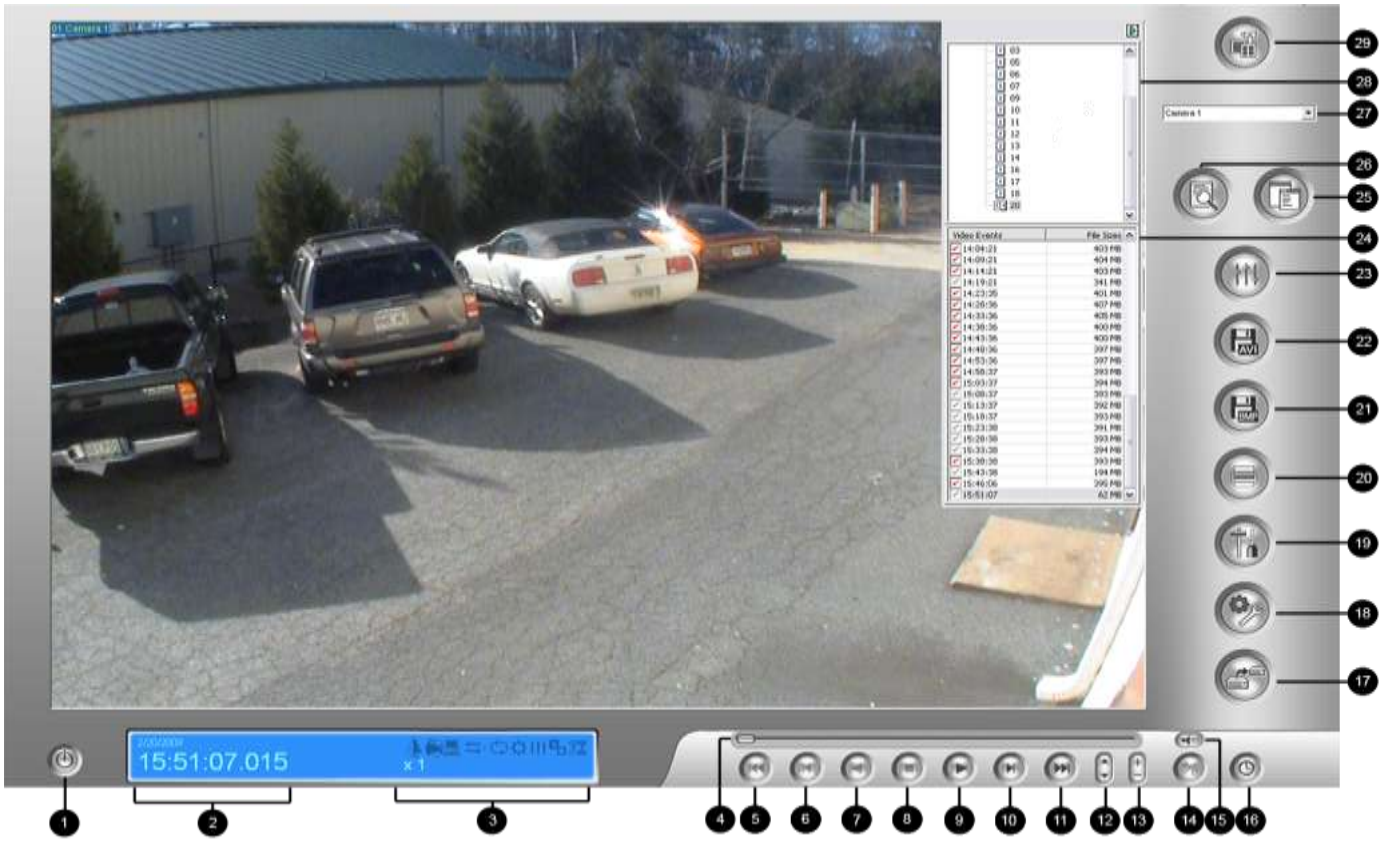
Webcam

Input State/Output Control	Governs access to peripherals (generally not applicable)
PTZ	Allows user to remotely control movement of a PTZ camera (if applicable)
System Information	Allows user to see system/connection state information
RPB	Not applicable
Talkback	Allows remote user to talk to a local user (requires a microphone installed at the recorder and additional setup and configuration for 2-way conversation)
E-map	Allows user to access the E-map (if available)
Monitor Start/Stop	Allows user to simultaneously record audio/video on the remote computer
Video Attribute	Allows user to change the resolution of the remote video stream
Schedule Start/Stop	Allows user to start and stop recording to the remote computer based on a schedule
System Configure	Allows user to configure remote viewer settings
File Save	Allows user to save snapshots to the remote computer
POS Live View	Allows user to view cameras with POS information (if applicable)
Limit Connection Time	Set a time limit before user is disconnected
Camera/Audio Checkboxes	Enable/Disable access to individual cameras and microphones while remote viewing.



Chapter 3 Playback

3.1 Playback Overview



Number	Name	Purpose
1	Exit Button	Minimize or Exit playback software
2	Date/Time Indicator	Displays current Playback date and time
3	Playback Speed/Options Indicator	Displays current playback speed and any enabled options
4	Playback Search Bar	Click and Drag to jump anywhere in the currently selected clip(s)
5	Jump to Beginning	Instantly jump to the beginning of the currently selected clip(s)
6	Previous Frame	Step Backward through video one frame at a time
7	Rewind	Play video in reverse
8	Stop	Stop Playback
9	Play/Pause	Start Playback / Pause while playing
10	Next Frame	Step Forward through clip one frame at a time
11	Jump to End	Instantly jump to the end of the currently selected clip(s)
12	Playback Speed	Increase/Decrease the playback speed
13	Zoom	Zoom In/Out
14	A/B Playback	Set custom start point(A) and stop point(B) for playback
15	Audio Toggle	Enable/Disable Audio (Only available in Frame by Frame mode)
16	Playback Mode	Toggle Real-Time or Frame by Frame mode
17	Backup	Export to CD/DVD/USB with integrated player
18	Tools	Access additional playback tools
19	Settings	Configure Playback software
20	Print	Print currently displayed image
21	BMP	Save a snapshot of the currently displayed image as a BMP file
22	AVI	Export video as an AVI file (Codecs must be installed to play it)
23	Effects	Video enhancement tools
24	Event List	List of recorded video for the selected camera on selected date
25	Show/Hide Event List	Hides or displays the event list
26	Search Modes	Select a search mode (Basic/Advanced/Timeline)
27	Camera Selector	Select a camera for playback
28	Date List	List of available dates for the selected camera
29	View Mode	Select a viewing mode (Single View/Quad View/Multi View)

3.2 Entering Playback Mode

To enter playback mode you must be logged in to an account with the Execute EventLog privilege. Once logged in, either press F10 on the keyboard or exit fullscreen (if necessary) and go to **ViewLog→Video/Audio Log.**

3.3 Viewing Modes

There are 3 basic viewing modes: Single View, Quad View, and Multi View. To switch viewing modes click the View Mode button.

3.3.1 Single View

Displays the currently selected camera.

3.3.1.1 Standard

Plays video centered in the playback area. This is the most common method.

3.3.1.2 Thumbnail

Displays the currently selected clip (time) as a series of thumbnail images broken down to approximately 1 second intervals.

3.3.1.3 MegaPixel (PIP)

Plays video with a Picture-In-Picture box to view a zoomed in area of the image. This feature can be used for all cameras, however due to resolution limitations its effectiveness is generally limited to MegaPixel cameras.

3.3.1.4 MegaPixel (PAP)

Plays video with up to 7 Picture-And-Picture zoom boxes around the video. Click and drag over an area of the video to create a new PAP box. The zoom level is proportionate to the size of the box. Right-click a PAP outline in the main video portion and select **Focus Area of PAP Mode→Delete** to remove it.

3.3.2 Panorama View

Integrates compatible overlapping camera feeds into a seamless panoramic video feed. (Not available on all systems)

3.3.3 Quad View

Plays 4 cameras simultaneously (events list is still only for the selected camera). Cameras are displayed sequentially by default but can be configured in the settings window.

3.3.4 Multi View

Plays all cameras simultaneously (events list is still only for the selected camera). Cameras are displayed sequentially by default but can be configured in the settings window.

NOTE: When playing back multiple cameras (using motion detection) it is normal for cameras to blank out intermittently. This simply means that no motion was detected on that camera at that moment.

3.4 Searching Video

3.4.1 Default Search

The default method to search video is to simply select a camera, followed by a date, followed by a time. When selecting video from a previous month, it may be necessary to click the + symbol next to the month in order to display its available dates. Once a time is selected a preview of that clip is displayed in the viewing window. In many cases previewing these clips is the fastest way to locate an event.

3.4.2 Basic Search

Basic Search simply allows you to jump directly to a time and date that you specify.

3.4.3 Advanced Search

Advanced Search allows you to specify a date/time range to search and specify which cameras to include.

3.4.4 Timeline Search

Timeline Search provides a graphical representation of the recorded video from which selections can be made.

3.5 Tools/Options

3.5.1 Object Search

Object Search allows video to be analyzed for certain behaviors within a given region of the camera. Before starting Object Search all Events must already be selected (Use Ctrl + Left-Click to select multiple events).

To begin, select a Video Process and click Setup . Click and Drag to draw a box around the desired area and select Alarm Region from the box that pops up. To delete an Alarm Region draw a new box over it and select Delete Region. Click the Search button to begin the search.

When the search is completed the alarm count will be displayed in the Result box. Click the Show button in the Result box to display the results.

3.5.1.1 Alarm

The Alarm feature simply identifies activity within the designated region.

3.5.1.2 Counter

The Counter feature counts the number of objects entering or leaving the defined area (i.e. doorway). There are 2 counter methods, one-way and two-way.

For one-way counting simply define a single region and set it as Region 1. Then select Define Object Size and draw a box just slightly smaller than the size of the object you want to detect (i.e. a person). The box can be drawn anywhere on camera image, it's strictly to define the size of the object to look for. Anything passing through this region will be counted as an "IN".

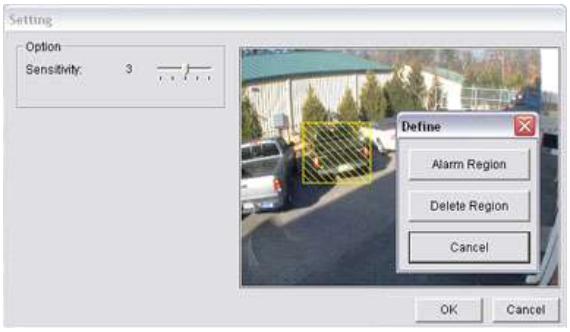
For two-way counting draw both a Region 1 and a Region 2 and set the object size. Anything passing from Region 1 to Region 2 is considered an "IN" and anything passing from Region 2 to Region 1 is considered an "OUT".

3.5.1.3 Unattended Object

The Unattended Object feature is used to detect an object that is brought within the defined region and left for a period of time with no further movement within the defined region.

3.5.1.4 Missing Object

The Missing Object feature determines at what point a highlighted object was moved. For this feature you want to find a point in the video where the missing object was still present and create an Alarm Region over the object. You want the Alarm Region to be as close as possible to the object's actual size.



3.5.2 Remote Viewlog

The Remote Viewlog feature allows video to be retrieved from another RealEyes system as long as a network or Internet connection to it is available.

To connect to the remote system enter it's IP or Web Address in the IP Address box (clicking the dropdown arrow will allow you to select previous entries). Replace "Guest" with your User ID, enter your password, and click connect. When working with multiple systems it may be helpful to use the Address Book to establish connections.

3.5.3 Video Effects

The Effects menu provides video filters and enhancement tools. Click the Effects button and select a tool to apply it. Effects such as sharpen and smooth can be selected multiple times to increase the effect. The copy image to clipboard option allows you to paste the modified image into picture editing software (such as Paint) where it can be further edited or saved. Selecting Sample will display before and after examples of each effect.

3.6 Settings

The Settings window allows you to change the behavior of the ViewLog (playback) application. Some key settings are explained below.

Play Settings Tab

Audio de-noise: Attempts to remove static and background noise during playback of audio recordings.

Auto play next event: Plays the next available clip upon reaching the end of the selected one.

Display Tab

Event list: Selects what information should be displayed next to the event times (None, Number of Frames, Clip Length, File Size).

Quad View

Change and re-order the default cameras that are displayed in Quad View. Up to 10 different Quad View configurations can be defined.

Thumbnail View

Frame Interval: Set the interval at which frames are displayed in Thumbnail View mode.

Multi View

Change and re-order the default cameras displayed in Multi View mode. Up to 10 different Multi View configurations can be defined.

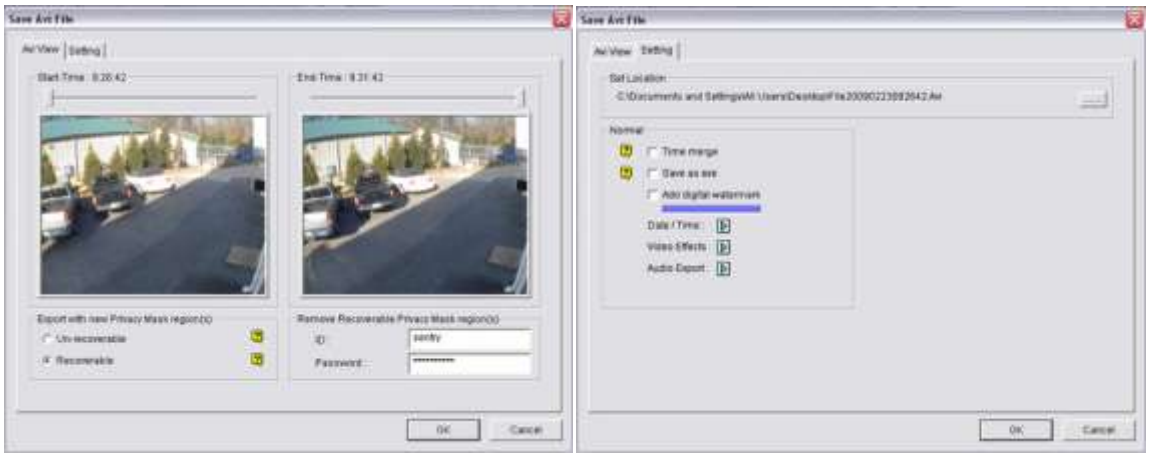
Chapter 4 Video Backup/Export

4.1 Capture a Still Image

To save a still image select the camera the image is to be taken from and click the Save as Image button to capture the current image. You will be prompted to select a location to save to image to and to select what information should be stamped on the image (time/date/etc).

4.2 Save as AVI

To save video as a file for playback by media player software (such as Windows Media Player) click the Save as AVI button . A window will appear with a preview of the start time and end time. Drag the slider bars to adjust where the video will begin and end.



Click the Settings tab to change the save location (USB drives can be used) and select additional options. Video is saved to the desktop by default.

Time Merge: The Time Merge option will fill in gaps in the recording times with dead space. This may be necessary if the video appears to play back too fast.

Save as exe: Packages the video as an exe file along with the necessary codecs. This option is needed to play the video on any computer that does not already have the remote viewer installed.

Add digital watermark: Embeds a digital “watermark” that will indicate to forensics that the video has not been tampered with.

Date/Time: Allows you to select whether the date and/or time are stamped onto the image and where they appear within the image.

Video Effects: Allows you to include the defog or stabilizer effects and whether to include POS data.

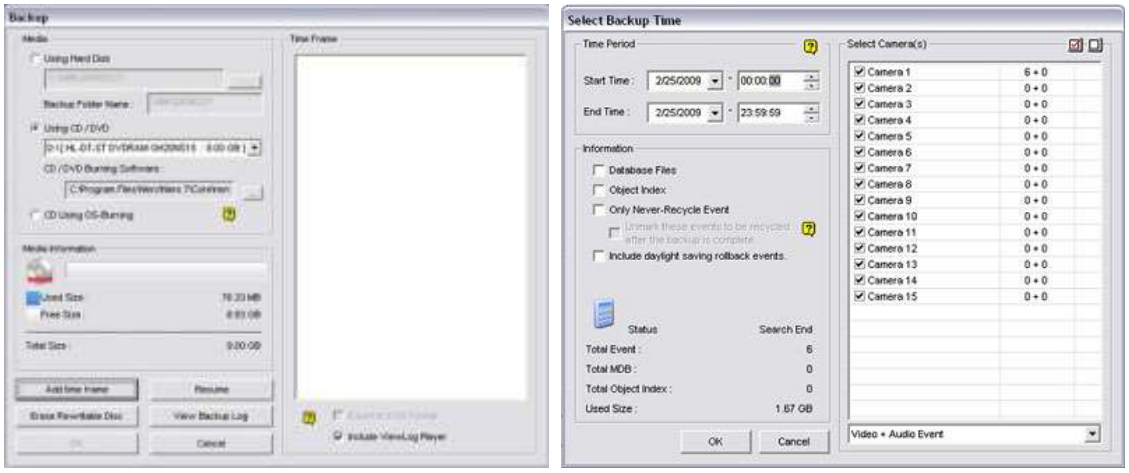
Audio Export: Allows you to include the de-noise filter and to select an alternate audio channel (if available).

4.3 Backup to CD/DVD

Click the Backup button to launch the backup utility. Select Using CD/DVD to backup directly to disk or Using Hard Disk to backup to the hard drive. If using the hard disk option you will need to click the … button next to the hard disk location box and select VideoBackup (F:), then enter a descriptive name in the Backup Folder Name box. Make sure the Include ViewLog Player option is checked.

Click the Add Time Frame button to select video to backup. Select a start and end time/date and Check/Uncheck the cameras to backup. The right-hand column indicates the number of video and audio events within the selected time frame (video + audio). Select whether to backup Video, Audio, or Video + Audio.

In the information section you can check Only Never-Recycle Event to only include video that has been marked as Never-Recycle. This can be helpful when you don't want to backup everything within the time frame. When backing up to a CD/DVD pay attention to the Used Size. This must be less than 700MB for a CD and less than 4.7GB for a DVD. Click OK once finished configuring the backup, then click OK in the backup window.



Chapter 5 Remote Viewing

5.1 Viewing With A Web Browser

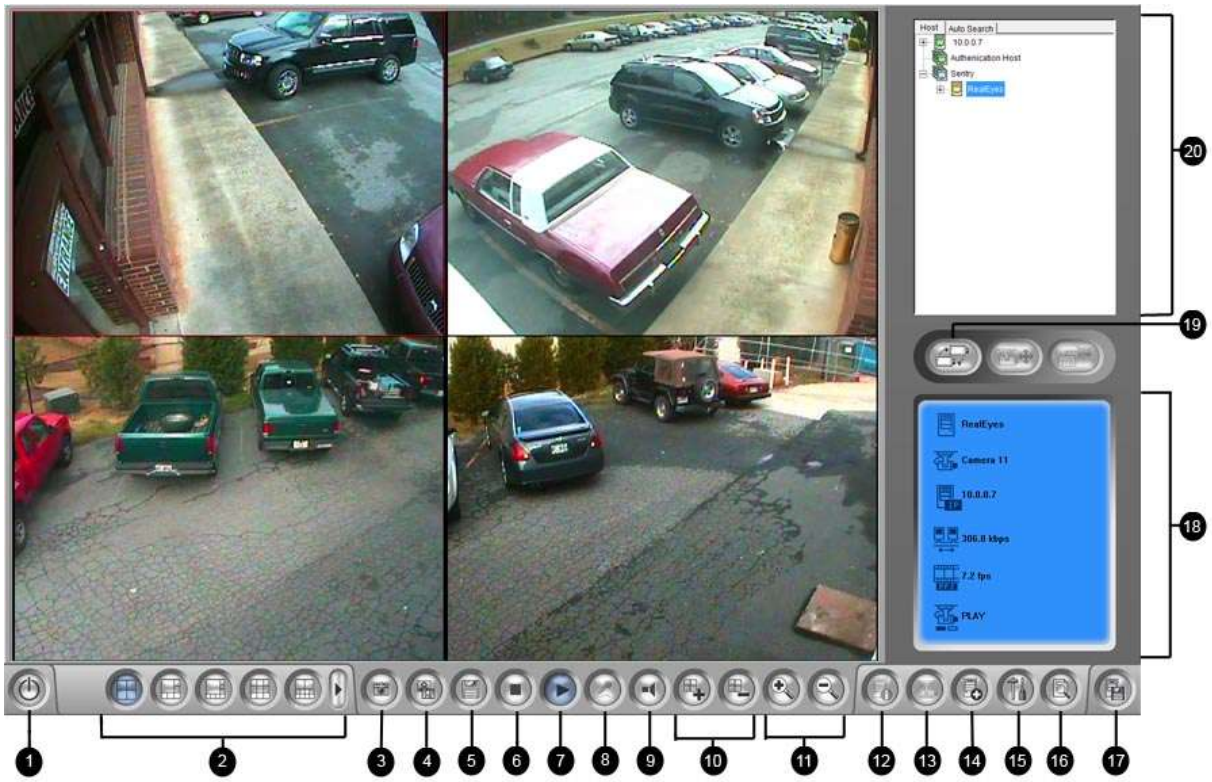
Open Internet Explorer and enter the IP or web address of the remote location in the address bar (NOT a search bar). You may use the web address setup for you by the installer (i.e. yourname.sentrycam.net) or the actual IP address. You can find the IP address by clicking the IP icon on the DVR Dashboard (Press F1 to open the Dashboard).

You will be presented with a login prompt. Enter your user ID and Password and click the Login button. If you have not yet installed them you will be prompted to install some ActiveX controls. If so simply click the ActiveX prompt that appears at the top of the window, select the install option, and follow the prompts. Windows Vista and Windows 7 users please note that in order to install any ActiveX controls or software you must open Internet Explorer by right-clicking the IE icon and selecting the Run As Administrator option. During the installation process you may be logged out. This is normal and upon logging back in installation will pick up where it left off. Once the controls are installed you should see your cameras displayed in the center of the screen.

Simply click the appropriate camera number at the top to hide or show a camera. Each camera has icons to enable Audio (if available), save a still photo (snapshot), open the camera in its own window (popout), or view the camera in fullscreen.

To install or launch the Live MultiView software, click the Launch Multiview icon and follow the installation prompts. The Remote Playback software is installed in the same manner using the Launch Playback icon

5.2 Viewing With Software



Layout may be different based on your screen resolution

Number	Name	Purpose
1	Exit Button	Minimize or shutdown camera software
2	Screen Divisions	Change camera layouts
3	Snapshot	Save a snapshot of the selected camera
4	Quality	Change video stream quality
5	Record Video	Record video on the viewing computer
6	Stop	Stop selected camera stream (Can speed up other cameras)
7	Play	Start selected camera stream
8	Enable Mic	Send audio for 2-way communication (If Available)
9	Enable Audio	Receive audio for the selected camera
10	Add/Remove Cycle	Add or remove a camera from the cycling order
11	Zoom	Zoom in or out
12	Host Information	Provides access to information about the host
13	PTZ	PTZ controls (If Available)
14	Edit Host	Add/Edit additional host connections
15	Configuration	Configuration options
16	Viewlog	Launch the Playback Viewer (must already be installed)
17	Save to Multiple Host	Add selected camera to a multi-host connection
18	Feed Information	Provides information about the selected camera feed
19	Change Camera	Changes the selected camera
20	Available Hosts	Provides access to saved host connections

5.2.1 Logging In

Open the DMMultiView program from either the desktop icon or the start menu. Edit the Host address if necessary, enter your user ID and Password, and then click OK to connect.

5.2.2 Connecting to Multiple Systems/Hosts

Click the Edit Hosts button to open Host Management. Select a host to edit or click New and select Host to add a new host. If this is your first entry you will need to create a new group before you can add any hosts. Select whether the new host will be a Single Host or Multiple Host connection and give it a name.

Default port numbers are:

Command Port: 5551

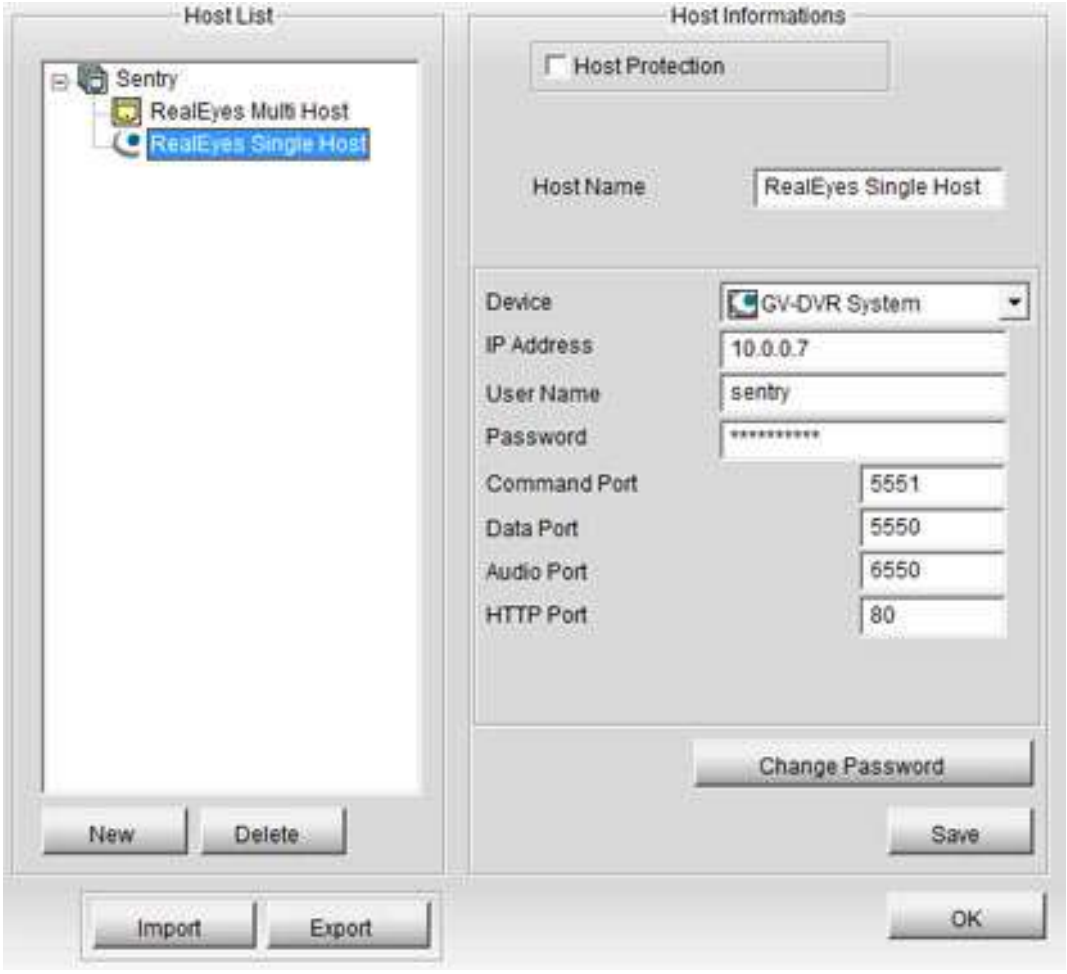
Data Port: 5550

Audio Port: 5555

HTTP Port: 80

5.2.2.1 Single Host

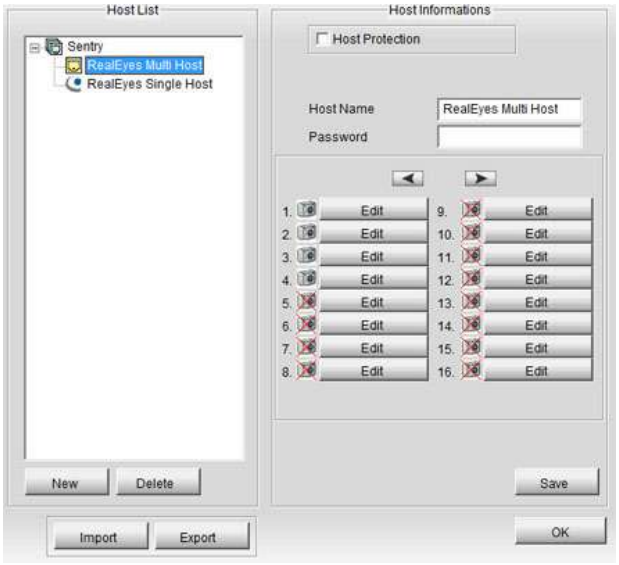
Selecting Single Host will allow you to add a link to a single RealEyes system. You may create a single host entry for each RealEyes system to easily switch back and forth between them. Enter the IP or Web Address to the RealEyes system, a valid User Name and Password, verify the port numbers are correct (use the defaults unless otherwise instructed), and then save the entry.



5.2.2.2 Multi Host

Selecting Multi Host will allow you to arrange up to 32 individual cameras, from up to 32 different RealEyes systems, into one host entry. The top password box is only to password protect the connection, if you do not want to be prompted for a password each time you connect to the Multi Host leave it blank.

For this type of connection you will need to configure each camera spot individually. Click the Edit button next to each camera slot you want to setup. Enter the IP or Web Address, user name, and password for the system that the camera is installed on. Select the associated camera number for this camera, verify the port numbers are correct (use the defaults unless otherwise instructed), and then save the entry.



5.3 Remote Playback

To install the Remote Playback software you will need to login to the system through Internet Explorer. Click the Launch Playback icon and follow the prompts to install the software. Once the software is installed you can launch it by selecting Remote ViewLog from the Start menu or by clicking the ViewLog button in the DMMultiView program.

Select Remote Viewlog Service. Enter the IP or Web Address, replace Guest with your username, enter your password, and click Connect. The Remote Viewlog program is identical to the Viewlog program on the RealEyes system. See Chapter 3 for usage instructions.

Chapter 6 Dashboard

Home Page

Pressing the F1 key on the keyboard opens the Dashboard. When the Dashboard first loads it will check for an internet connection. If one is found it will connect to and load our DVR support page which contains links to connect to a help desk technician and download links for any available patches. Some patches are only used under specific circumstances and could cause problems if run unnecessarily. Please do not use any of these links without direction from a help desk technician. If the system is unable to connect to the internet the home page will simply display the Sentry logo and a message stating that no internet access is available. The layout and functionality of the dashboard may change through future updates.

Manual

Displays this manual.

Speed Test

Tests the speed of your Internet connection. Download speed is rarely a problem, however if your upload speed is much below 256kbps you may experience choppy video and problems getting all cameras to load. If the connection speed is extremely low it can prevent any connection at all. 384kbps or higher upload speed is recommended for best performance.

IP Address

Displays your public IP address. If you have a static IP address (one that does not change), this will be the best address to use to connect to your cameras remotely. If you have a dynamic address which changes periodically you can look up the current IP address with this button, however in this case it will probably be more convenient to use the DDNS address we provide you (sentrycam.net or dipmap.com).

Webcam

Connects directly to the remote webcam login. This is provided primarily as a training tool and for troubleshooting to verify the webcam service is running.

Tech Tools

These are only for use by Sentry technicians for troubleshooting and configuration and require a password for access.

Settings

Allows you to change the Hostname, Date/Time, and Network Configuration settings. Reset will undo any unsaved changes and set all values to the current setting. Obtain Automatically will obtain an IP address using DHCP. Use Previous Settings will restore the last saved configuration. To use specific settings simply enter the information into the appropriate box and click submit.

Diagnostics

Provides tools to troubleshoot network connectivity and configuration. Diagnose will analyze your network/internet connection and provide help identifying the problem. Repair resets the network adapter and clears the caches to attempt to fix the problem. Port Test uses your public ip to see if the DVR can be accessed remotely from the Internet. If this test fails your router needs to be configured to forward the necessary ports to the DVR, please contact tech support for assistance. Please note that in some cases not all port numbers are used or may vary from the defaults.

Load Surveillance System

This button will start or switch to the camera software.

Chapter 7 Troubleshooting FAQ

General Connection Issues (Read First)

The ability to remotely connect to your RealEyes system is dependent upon access to a reliable and properly configured Internet connection. When remote access is setup for your RealEyes system both the system and your router are configured to work together. If either of these are replaced or certain changes are made to the network they will need to be configured again before the system can be accessed remotely.

You will need to make sure that you are using the correct Internet Address. If you have a static IP address (one that does not change) this will be the simplest and most reliable to use. Otherwise you will want to contact your ISP about obtaining a static IP or use the sentrycam address that we setup (i.e. bizname.sentrycam.net).

Please note that IP addresses beginning with 10 or 192 are "local" ip's and will not work outside of the business's local network. To find the current public IP visit www.whatismyip.com from a computer on the same network as the RealEyes system or click the IP icon on the DVR Dashboard.

Internet Explorer gives me a Page Not Found or Cannot Display the Webpage message.

Verify that you are able to get to other websites like Google or Yahoo and make sure that you are entering the address in the Address Bar and not a Search Bar (those won't find it). Do not add www to the beginning of the address. If you are adding a port number to the end (i.e. http://bizname.sentrycam.net:81) you will have to manually type in the http:// before the address.

I've logged in remotely but all of the cameras are just blue or show the word Stop.

This could be caused by a firewall blocking part of the connection. Try temporarily disabling any firewalls you may be have running (Norton, McAfee, ZoneAlarm, PCCillin, etc.). If that does not work it is likely that you have uninstalled the necessary codecs from your computer. In this case you will need to uninstall and re-install the MultiView software.

When playing back recorded video some of the cameras are blank or come and go.

This is normal when playing back multiple cameras at once. The reason is that by default the cameras only record when motion is detected. This is not as noticeable playing back a single camera since it jumps directly from one recording to the next. When playing multiple cameras across a singular timeline however, video will come and go for each camera as it is available.

Dates and Times are missing in playback mode.

The RealEyes system uses an internal Database to keep track of all of the video it has recorded. If your system has lost track of some of the video and will not display it in the Date and Time list, you can run the Repair Database Utility to force it to rescan the hard drives and re-index all of the video it finds. To run the utility you must first login to the system and completely exit the Surveillance Software. Go to Start → Repair Database Utility. You will be prompted to enter your username and password. Select which cameras you want to re-index and select "Use Default Path" when prompted. The scan will take anywhere from a few seconds to several minutes to complete. Once it has completed go to Start → Cameras to restart the Surveillance Software. Any video that was found will now be available in playback mode. If the video is still missing it has already been recorded over.

The RealEyes System will not turn on or the monitor displays "No Signal".

If the system appears to be on (lights are on or you can hear it running) but the monitor is completely black or displays "No Signal", make sure that all cables in the back are plugged in securely. Press and hold the power button on the front of the system until it shuts off (10-15 seconds). Turn the system back on.

If the system does not appear to have any power make sure the master power switch (the rocker switch next to the power cord) is set to |. If the system is plugged into a power strip try plugging it directly into the wall (even if everything else on the power strip is working).It is possible for a single port to go bad on a power strip. If possible check the outlet with another device such as a lamp or radio.

I am getting an error message, what does it mean?

PWD Error

This is a password error indicating that the username and/or password you entered was not valid. The password is case sensitive, make sure Caps Lock is not on and double-check the spelling.

DirectDraw Create Overly Failed

This affects the ability of the system to enter full screen mode and is generally caused when a conflicting program is running during system startup, such as our remote support software. It does not affect recording or remote viewing and is usually cleared up by a system reboot.

Recycle Empty

This usually means that a storage drive has failed. Contact tech support immediately.

Cannot connect to server

This error occurs whenever the remote viewer is unable to connect to the RealEyes system. This is most often due to a firewall blocking the connection. Temporarily disable any firewalls you may have on (Norton, McAfee, ZoneAlarm, PCCillin, etc.) and try again. If you continue to have trouble check with your Network Administrator, the connection may be blocked by a network firewall.

What ports need to be forwarded in my router?

In most cases the following list of ports will need to be forwarded to the local IP address of your RealEyes system, usually .222 in your IP scheme (i.e. 192.168.1.222). All ports are TCP. If there is a conflict with an existing service on your network alternative port numbers may be used. Please contact tech support if you have any questions regarding your network configuration.

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